



# ACUVI ServiceIQ

AI-powered voice and chat  
automation

 **ACUVI**  
TECHNOLOGY SOLUTIONS

Powered By  **ithena**

# Turn Service Calls into Seamless Experiences

## AI-Powered Voice and Chat Automation

ACUVI ServiceIQ gives teams a 24/7 voice and chat agent that automates routine tasks – like data intake, satisfaction calls, and follow-ups – with accuracy and empathy. Purpose-built to integrate smoothly into your systems while maintaining compliance and auditability.

## Why ACUVI Service IQ



Reduces service workload while improving accuracy



Boosts first-contact resolution with guided automation



Improves handle times, completion rates, and CSAT



Ensures compliance with built-in consent and privacy controls



Understands workflows, data, and terminology

# High-Value Use Cases



## Core Workflows

### Intelligent Intake & Data Capture

- Captures customer intent and key details automatically
- Adapts questions in real time

Value:  
Faster resolution with accurate, structured data.

### Automated Experience Validation

- Verifies outcomes after each interaction
- Detects dissatisfaction and flags issues

Value:  
Improves satisfaction and reduces churn risk.

### Proactive Updates & Follow-Through

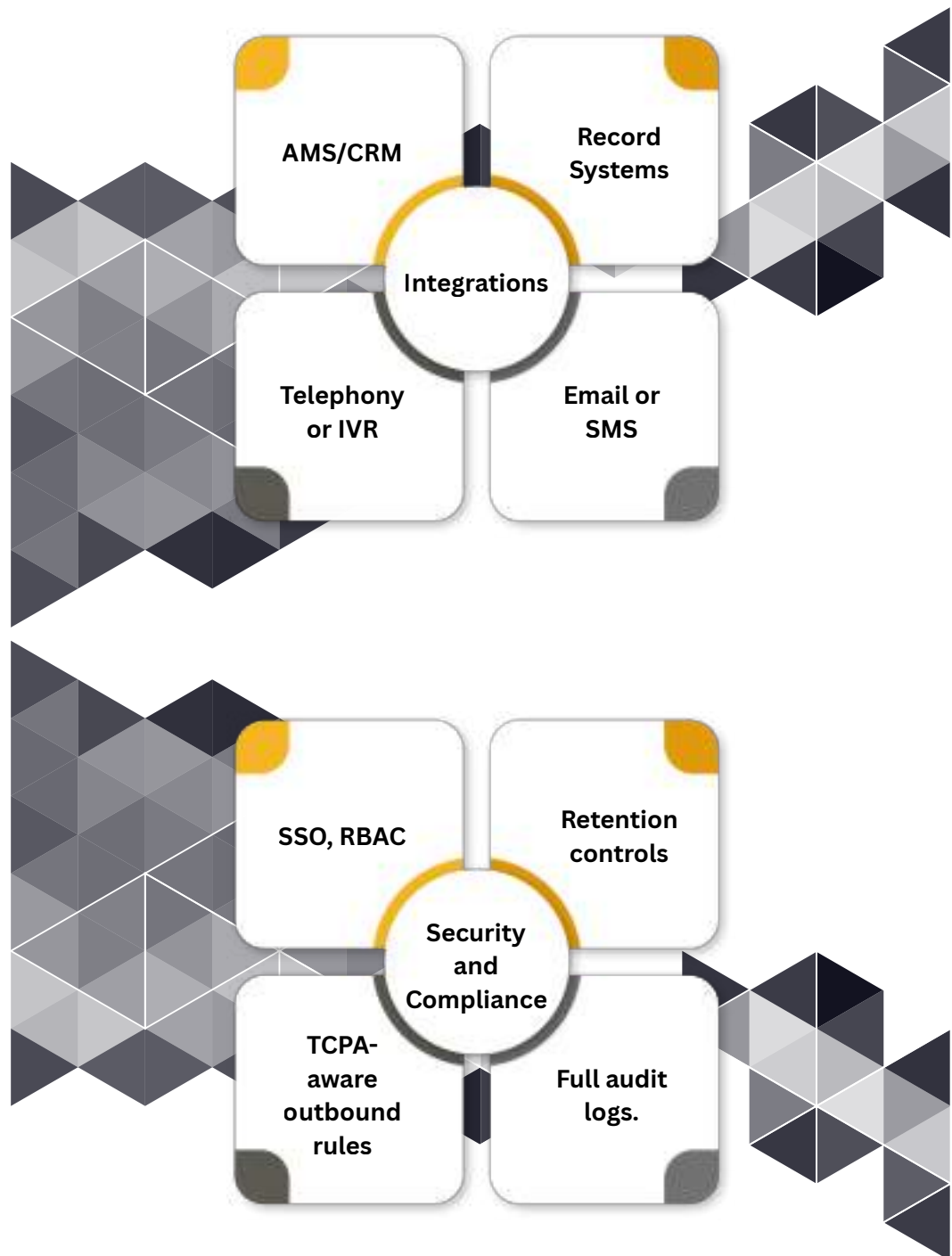
- Handles updates and confirmations automatically
- Triggers timely follow-ups when needed

Value:  
Keeps customers informed while lowering manual effort.

## Your Competitive Edge

ACUVI ServiceIQ transforms every service interaction into an opportunity for loyalty. By automating routine calls and messages and seamlessly escalating high-value moments your organization delivers faster, smarter, and more human experiences, 24/7.

# Integrations & Controls



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# ABOUT ACUVI

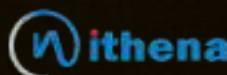
ACUVI provides enterprise-level solutions tailored for businesses. Our technology, powered by ITHENA's accelerators, harnesses advanced AI to meet the evolving needs of every business, making top-class technology solutions accessible to all.

## OUR SOLUTIONS

|                            |                     |                     |                  |
|----------------------------|---------------------|---------------------|------------------|
| InsightIQ                  | RadarIQ             | ServiceIQ           | LeadIQ           |
| AI Consumer Analytics & BI | Social Intelligence | AI Customer Service | AI Digital Sales |

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